

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

SENIOR ADMINISTRATIVE SUPPORT TECHNICIAN

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Senior Administrative Support Technician is the second level in a five level Administrative Support series. Incumbents are responsible for performing more complex administrative support activities which, depending on assignment, may include interpreting policies and procedures, performing more complex data entry, assisting with budget preparation, responding to requests for information, and managing calendars and schedules.

The Senior Administrative Support Technician is distinguished from the Administrative Support Assistant by its responsibility for performing semi-skilled administrative support activities. The Senior Administrative Support Technician is distinguished from the Administrative Support Specialist, which is responsible for performing journey level administrative support activities for a Division head.

Incumbents in this classification may be required to work nights, holidays, and/or weekends.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | May serve as a lead worker to other employees, which includes prioritizing and assigning work; determining completion of work; and, training staff on work methods.

Performs a variety of clerical duties, ranging from routine to skilled, utilizing standard office equipment, including screening incoming calls; taking and transmitting messages; maintaining calendars; scheduling meetings and appointments; taking and transcribing dictation; making photocopies; faxing documents; typing; requisitioning supplies; and word processing. | Varies
0 – 10%

Daily
15% |
| 2. | Composes a variety of routine, confidential, and/or specialized documents, which may include: correspondence, reports, memos, notices, forms, contracts, schedules, <u>permits</u> , meeting agendas and minutes, and/or other related materials. | Daily
15% |
| 3. | Coordinates clerical department activities, such as tracking work and change orders, processing accounts payable and/or receivable, reporting building maintenance issues, processing requests for information, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information, and providing related support. | Daily
15% |

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4.	Codes, enters <u>and/or registers</u> information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibility.	Daily 10%	Deleted: and
TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)			Deleted: -----Page Break-----
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5.	Responds to requests for information from the general public <u>and outside agencies</u> , in person, <u>by US Mail</u> , over the telephone, <u>fax</u> and via e-mail; answers routine questions and/or responds to more complex inquiries requiring the interpretation of policies and procedures; directs callers to appropriate internal departments and/or external organizations.	Daily 10%	
6.	<u>Conduct research</u> , compiles, organizes <u>and prepares</u> information in support of report preparation activities <u>and</u> statistical information, ranging from routine to moderately complex requiring the use of independent judgment and discretion.	Daily 10%	Deleted: C Deleted: and Deleted: , including the preparation of reports Deleted: , as well as preparing
7.	Files documents alphabetically, numerically, or by other prescribed methods.	Daily 5%	
8.	Receives, sorts, files, and/or distributes a variety of correspondence, ranging from routine to highly confidential, including personnel records, reservations, invoices, fees, work orders, <u>permits</u> , reports, service requests, materials, deliveries, mail, and/or other applicable items.	Daily 5%	
9.	Schedules conference rooms and/or other related facilities for meetings and events <u>including the coordination of all applicable logistics</u> .	Daily 5%	Deleted: .
10.	Performs a variety of research related to assigned area of responsibility; compiles findings and makes recommendations based on findings, including <u>procedural changes impacting the processing and/or workflow of clerical-related activities. (Need information on intent)???</u>	Monthly 5%	Deleted: recommendations regarding Formatted Table Deleted: s Deleted: s Deleted: ; Deleted: initiates the replenishment of applicable inventory and supplies.
11.	Monitor, <u>order</u> and restock office supplies and materials.	Monthly 5%	Formatted Table Deleted: ¶ -----Page Break-----
12.	Performs other duties of a similar nature or level.	As Required	
13.	<u>Assist with proctoring exams</u>		

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE

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Positions assigned to Personnel may be responsible for:

- Administering the Citywide vehicle allowance program;
- Preparing Certificate of Insurance documents;
- Notarizing documents;
- Coordinating and assisting in the processing of property and workers' compensation claims;
- Generating and filing small claims court complaints;
- Processing new hire paperwork;
- Coordinating pre-employment physicals and drug testing and maintaining related files.

Positions assigned to the Fire Department may be responsible for:

- Participating in the preparation of the annual CAFR report;
- Preparing monthly financial and investment reports for CMO and Council review;
- Processing and issuing permits and collecting associated fees;
- Processing Community Care licensing information;
- Generating and routing GIP inspection records for field inspections.

Positions assigned to the Police Department may be responsible for:

- Preparing and submitting arrest/citation register, criminal photos, and/or other related items to the Department of Justice;
- Serving as a liaison with the Department of Justice (DOJ);
- Maintaining vehicle master listing;
- Preparing case packets for property release for detectives;
- Preparing and conducting audits of crime reports and crime class coding.
- Notarizing documents;
- Processing new hire paperwork;
- Coordinating pre-employment physicals and drug testing and maintaining related files.
- Process photo ID cards;

Positions assigned to Fleet may be responsible for:

- Coding and entering fleet special parts orders and inventory.

Positions assigned to Planning & Development may be responsible for:

- Maintaining project files and indexes;*
- Coordinating project clearances;*
- Auditing the issuance of permits;*
- Preparing and issuing Certificates of Occupancy.* *Specific to Sr. Records Clerk
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<#>Monitoring and responding to DOJ 10 Minute Hits;¶

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POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to Transportation may be responsible for:

- Fingerprinting new employees.

Positions assigned to Parks & Recreation may be responsible for:

- Processing park reservations, applications, permits, and forms;
- Reconciling cash accounts;
- Fingerprinting new employees;
- Processing registrations and collecting fees for programs;
- Preparing event flyers, calendars, and/or other promotional materials.

Positions assigned to Finance may be responsible for:

- Performing bank reconciliations;
- Processing customer payments;
- Processing tuition reimbursements.

Positions assigned to Public Works may be responsible for:

- Dispatching department staff to field locations to address problems, concerns, and/or maintenance issues;
- Reconciling cash drawer;
- Assisting with the preparation of bid specifications.

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and four years of related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- General writing principles and report writing techniques;
- Recordkeeping principles and practices;
- Principles, policies, practices and operations in assigned area of responsibility;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Proper grammar, punctuation and spelling;
- Filing principles and practices.

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Filing
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Preparing and performing mathematical calculations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007